

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### **Morgan Hill Precision, Inc.**

Corporation for Manufacturing Excellence (Manex)

#### **Morgan Hill Precision Improves Productivity With ISO 9001:2000 Certification**

##### **Client Profile:**

Morgan Hill Precision, Inc. is a job/machine shop specializing in the fabrication of components for a variety of materials including aluminum stainless steel, copper, brass, and plastic. Located in Morgan Hill, California, the company serves the medical and laser industries. Morgan Hill Precision employs 12 people.

##### **Situation:**

Morgan Hill Precision wanted to pursue ISO 9001:2000 certification to address client demand and competitive pressures in the marketplace. The company's management team engaged the Corporation for Manufacturing Excellence (Manex), a NIST MEP network affiliate, to help them establish an effective quality management system and pursue ISO certification.

##### **Solution:**

Manex assisted Morgan Hill Precision in the development of its quality management system using ISO 9001:2000 as the underlying framework. The quality improvement plan included the following components: 1) identified organizational processes; 2) developed quality objectives and a quality manual that set policy according to the ISO requirements; 3) implemented a disaster recovery system to ensure the ability to recreate and service the product throughout its life cycle; 4) trained employees on the quality system; and 5) established, implemented, and documented procedures and metrics for critical manufacturing processes. With help from Manex, Morgan Hill Precision implemented a well-designed Quality Management System. The company now has documented procedures for all critical processes in the manufacturing operation.

##### **Results:**

- \* Achieved ISO 9001:2000 certification.
- \* Eliminated downtime.
- \* Reduced customer complaints by 50 percent.
- \* Invested \$18,500 in workforce development.

##### **Testimonial:**

"As a result of working with Manex, we rapidly gained our ISO certification with the implementation of an effective Quality Management System. The System has helped us to improve our key metrics including first pass yield, supplier on time delivery, and downtime."

Michelle Rasmussen, CFO/COO